

EE/CAA Newsletter



VOLUME 1, ISSUE 1

MAY 2004

This newsletter is updated monthly and is downloadable from www.healthyfamilies.ca.gov

A monthly publication providing information and items of interest to Healthy Families/ Medi-Cal for Families EE's, CAA's and HP Staff

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Open Enrollment is Here!

This year's Open Enrollment (OE) period is from April 15th to May 31st, 2004. Open enrollment packages have already begun to be mailed out to Healthy Families participants. During this period families can request a change of insurance plan for any reason. Changes requested during open enrollment take effect on July 1st, 2004. All applicants

should have received OE notification in their April billing Statement. A pre-printed OE packet will be sent to all families active in HFP. Plan availability is based on the county and zip code of residence. Available plans can be found in the OE packet's "Personal Fact-sheet".

If you have any questions about open enrollment please contact the EE/CAA liaisons at the toll free number 1-800-279-5012 or email them at ee-caaliaison@maximus.com



We do it for the kids

Access for Infants and Mothers (AIM)

Starting on July 1st, 2004, administration of the AIM program will be transferred from Care 1st to MAXIMUS, the current administrator of the Healthy Families Program.

The AIM program eligibility requirements are:

1. California resident for at least six continuous months prior to application

2. Family income between 200% and 300% of the federal income guidelines
3. Not a no-cost Medi-Cal or Medicare Part A & B beneficiary at the time of application
4. An applicant may have private insurance if the insurance does not cover maternity care or if there is a separate deductible or co-pay over \$500 for

maternity services.

5. Not over 30 weeks pregnant at the time a complete application is received

(See AIM, page 4)

We Need Your Help to Stop Missing Information

The number one cause for delays in the processing of Healthy Families applications is missing information.



What should only take a few days may become much more due to missing information. We are asking you as EE's and CAA's to help us by ensuring that applications, with which you assist, are complete and have all the supporting documents attached. Information/documents

that are missing the most often are:

1. Supporting income documentation, such as a pay stub
2. Signature of applicant at the end of the application & the plan selection page
3. Premium payment for the first month's payment

Making sure that the application is complete and that all supporting material is included would go a long way in ensuring that a family's application will be processed in the least amount of time.

If you have any questions please contact the EE/CAA liaisons at the toll free number 1-800-279-5012 or email them at ee-caaliaison@maximus.com.



Hello, Is Anyone There?!?!?

Since January 1st, 2004, the phone center has experienced a large volume of calls. We have received much feedback from you and others in the community about the difficulty families are experiencing in trying to get through to a customer service representative.

We are aware of the issues and are doing all that we can to ensure ongoing customer service and accessibility.

We will be reviewing the IVR to provide better customer assistance and to minimize busy/wait time. Improvements should be in place this month.

We ask that you let families know that the busiest time for the call center is the first part of the week, Mondays and Tuesdays, and that this is the most difficult time to get through. Our lightest call volumes are later in the evening, between 5pm and 8pm, and

on Saturdays between 8am and 5pm. We recommend that program participants try to call at these times of lighter call volumes.

If you have any questions please contact the EE/CAA liaisons at the toll free number 1-800-279-5012 or email them at ee-caaliaison@maximus.com.

The best times for participants to call are evenings and Saturdays

Unsure of premium amount? Send \$9 to be safe.

New application processing is delayed when the application is submitted without the first month's premium or with a premium that is less than it should be. This can be due to oversight or perhaps the applicant is not sure what the premium will be. Such delays can also occur for telephone-initiated applications (a new feature wherein a completed application is

sent to the applicant and a check, signature and documentation is needed from the applicant to complete the application).

In these cases, HF recommends that a \$9 premium be initially sent for each child, regardless of the health plan chosen. In fact, the letter that HF will send to the applicant informing them

of the absent or insufficient premium will ask for \$9 per child.

If the actual premium turns out to be less than \$9, the difference will be credited to the next month's payment.



Team Member Profile

Each month we profile a member of the team to help personalize the HFP experience

Andrew (Andy) De la Rosa



"But my main interest", says Andy, "is my wife. We do everything together". Whale watching in Monterey, weekend trips to Lake Tahoe and a trip to Seattle with a ferry ride to Victoria, British Columbia are among the things Andy does with his partner. He is also setting up a surprise 4-day cruise off the coast of California for their 1st anniversary, but don't mention that to his wife.

"But my main interest is my wife. We do everything together"

Andy, 25, is one of the EE/CAA Liaisons. His friendly voice may be the first one you hear when you call the number at the bottom of page 4. Andy and his team provides EE's and CAA's with the training and guidance they need to help families complete a Healthy Families / Medi-Cal for Families application.

Andy joined Healthy Families last December. This is Andy's first exposure to the Health Care field. Prior to joining us, Andy

was a Member Service Representative for a premier financial institution.

Andy has lived in Sacramento, California all of his life and has been married for almost 1 year. His main hobby is fishing in local rivers, but he does make an annual pilgrimage to the San Francisco Bay where he fishes for halibut and striped bass. Another interest of Andy's is buying die-cast model cars and customizing them.



Reminder to EE's

EE's - do not forget to complete an ITP (Invitation To Participate) form to re-register through December 31, 2005. This needs to be

accomplished between February 1 and June 30, 2004.

If you were not sent an ITP form and you would like to

continue providing application assistance, the form can be downloaded from www.healthyfamilies.ca.gov..



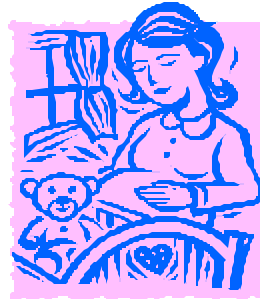
AIM

(Continued from Page 1)

Look for changes to the AIM Program in the next newsletter.

If you have any questions about the AIM Program, please contact the EE/CAA liaisons at the toll free number 1-800-279-5012 or email them at

ee-caaliaison@maximus.com



“Thank you” to new CAA’s

Healthy Families wants to congratulate and thank the following new CAA’s, EE’s and HP Staff for their dedication to their communities:

CAA’s

Aguilar, Crystina
Alarcon, Caryn
Alejandrino, Abel
Alejandrino, Enrique
Alfaro, Jose
Alvarez, Santa
Alyounis, Wafaa
Asuncion, Sherry
Avila, Monica
Bakhtiarova, Olga
Bargas, Maria
Bautista, Eddie
Baynham, Laura
Betts, Kendra
Beyer, Hillarie
Blair, Cheryl
Blood, Stephanie
Blythe, Brandi
Bonilla, Sandra
Borja, Jackeline
Bradley, Mirtza
Cajina, Vanessa
Campbell, Pam
Campos, Joel
Cannon, Tenaya
Carrion, Liza
Cash, Liz
Ceren, Romulo
Chang, Mary
Clark-Osby, Vickie
Contreras, Susana
Coonrod, Anne
Creason, Corrin
Cruz, Crystal
Darko, Emelia
De Young, Mary
Del Rosario, Rinna
Dheming, Claudia
Dillon, Maureen
Drahmann, Rebecca
Dubon, Wendy
Duenaz, Sandra
Escudero, Debbie

Espinosa, Georgina
Esquivel, Elzby
Fernandez, Elvia
Fisk, Ena
Flanagan, Fawn
Flores, Claudia
Flores, Ana
Flores, Sandra
Friend, Andrew
Fuentes, Mary Ann
Fuentes, Luz
Garcia, Lily
Garcia, Christina
Gardea, Evelyn
Gardner, Kristen
Gil, Olga
Glossenger, Bessie
Gonzalez, Elvira
Gonzalez, Maribel
Gonzalez, Emerita
Gude, Tristan
Guerrero, Francisco
Guthrie, Michelle
Gutierrez, Juana
Hall, Lisette
Harris, Joanne
Havener, Mary
Hernandez, Alejandra
Hernandez, Rosa
Hernandez, Raquel
Hernandez, Alejandra
Hertz, Anne
Huber, Daniel
Huffman, Marta
Hussain, Sehar
Jimenez, Maribel
Jimenez, Imelda
John, Karen
Johnson, Rod
Journet, Linda
Keloyan, Nabihah
Knotts, Nicole
Krueger, Cheryl
Lares, Maricela

Leal, Katherine
Leyva, Sandy
Libbey, Jackie
Lopez, Ambrocia
Lopez, Guadalupe
Lopez, Sandra
Loredo, Maria
Lu, Judy
Macias, Natividad
Manicalco, Esther
Marroquin, Mirta
Maya, Carmen
Mayorga, Vicky
McCormack, Pat
McMacken, Ines
Mejia, Jonathan
Melgoza, Teresa
Mendez, Jennine
Mendoza, Donna
Meneses, Victor
Middleton, Kathy
Miranda, Susana
Miranda, Carol
Moody, Laurisa
Mora, Melva
Mueller, Mary
Munoz, Ramona
Olaiz, Poleth
Ortiz, Angelina
Pacheco, Karen
Padilla, Allegra
Pandero, Enrique
Paredes, Mark
Parra, Maria
Pelaez, Julie
Perez, Tonya
Pimentel, Sylvia
Pinto, Gloria
Porras, Deanna
Posadas, Rosie
Quezada, Martha
Quinliven, Shiela
Ramirez, Raquel
Ramos, Alicia

Reveles, Olga
Reyes, Maria
Reyes, Janet
Rodriguez, Monica
Rodriguez, Elida
Rodriguez, Sandra
Rodriguez, Mirna
Romero, Maria
Ruano, Chela
Rucker, Rashelle
Rudisill, Barbra
Sanchez, Bernice
Sanchez, Janet
Secada, Hector
Sharkasi, Leila
Solorio, Virginia
Soria, Matilda
Thompson, Sherry
Thu, Vyla
Trieu, Bihn
Tupou, Amelia
Uribe, Alma
Var, Kim
Vargas, Debra
Vasquez, Diana
Vasquez, Graciela
Vidana, Veronica
Villacreces, Luis
Villanueva, Araceli
Villanueva, Rebecca
Vogelsang-Porath, Hosanna
Walker, Nancy
Warren, Kathy
Whitely, Letitia
Wilkes, Mechelle
Williams, Evangeline
Yajaira, Cota
Yuson, Gene
Zavala, Martha

HP Staff

Adriana Wauman
Albert Rodriguez
Alex Levesque
Amy Thomas
Ana Guardado
Ana Mendez
Ana M. Olaya
Andrea Bryant
Aurora Herrera
Belen Contreras
Berenice Gonzalez
Carmen Topete
Carolina Bea
Celina Newell
Cezar Menendez
Christina Murphy
Crystal Rodriguez
Cyndy Bizber
Darcelle MacDuff
Deborah Ridgeway
Delmy J. Leiva
Diana Quiroz
Efren Solano
Elisa Gomez
Esmeralda Gonzalez
Gabriela Rujana
Holly Laurati
Hope Lilienthal
Indira Infante
Joan Bosch
Jorge Paz
Jose A. De La Torre
Karina Mata
Lara Gallagher
Leah Scott
Lee Xiong
Liliana Levesque
Lisa Moody
Lourdes Manriquez
Lupita Garcia
Luzmila Cespedes
Maria Cristina Ghadir
Lydia A. Nava

Marc J. Smith
Maria Lourdes Vaquero
Maria Lovett
Maria M. Torres
Maria Torres-Rios
Maricela Torres
Mario Cevallos
Martha Rivera
Martha Rodriguez
Mauricio Correa
Mayra Padilla
Melly Rivas
Mercedes Mendoza
Michelle Weedon
Natalia Garcia
Nathalia Fajardo
Patricia Orozco
Patricia Osuna
Patricia Sandoval
Patti Diaz
Rocio Abarca
Roger Goble
Rosa Charo
Rosa Margarita Arce
Rosa Rodriguez
Stacy Clement
Stacy Skubic
Susie La Pointe
Suzanne Wood
Tania Lopez
Teresa Gil
Teresa Gonzalez
Toosdhi McGowan
Vanessa Sandoval
Veronica Adrover
Veronica Duran
Vivian Versandi
Yessnia Galvez
Yuki Zapf
Yvette Durazo

(See Thank you, page 5)

CAA Ref. Manual Available on-line

MRMIB has received a number of inquiries about when the “new” CAA Reference Manual will be available.

The updated document is currently available on the HF website www.healthyfamilies.ca.gov.

Want an update on something particular?

Email your ideas for articles or specific information to be included in a future newsletter to:

ee-caalialison@maximus.com

or phone-in your request to the number below.

Thank You

(Continued from page 4)

EE's

Mike L. Perez Jr.
Insurance Agency
Calexico Unified School
District
Mutual of California
Insurance Services
Estela Diaz Insurance
Agency
Didi Hirsch Community
Mental Health Center
Congregations Building
Community
Farmersville Youth
Center
Santosh K. Garg MD
Medpoint Management
Cynthia J. Tam
(Insurance Agency)
Oriental Financial Services
Inner City Law Center

Community Resource
Center
Blindness Support Services
Youth OPS, Inc.
The Los Angeles Free
Clinic
Child Development Re
sources of Ventura
County, Inc.
Thorson & Associates
Insurance Services, Inc.
Glendale Adventist Medi
cal Center
TRG Insurance Services
DBA
Qualified Healthcare, Inc.
Nayyara Dawood, MD
Pediatrics
Cypress School District

CONTACT US

EE/CAA telephone 1-800-279-5012

Email ee-caalialison@maximus.com

Web site www.healthyfamilies.ca.gov
(& downloadable
Reference Manual)
Choose “Information for
EE's and CAA's” in the
menu on the left

EE/CAA Class Schedule (also available on the web)

May

3rd & 4th in Cerritos
6th & 7th in San Diego
20th and 21st in Alameda
24th & 25th in Santa Maria

June

1st & 2nd in Glendale
1st & 2nd in Redding
7th & 8th in Cerritos

Healthy Families Program and Medi-Cal for Families 2004 Income Guideline Chart

Effective April 1, 2004

Family Size	Child Age 0 to 1 or Pregnant Woman Medi-Cal	Child Age 0 to 1 Healthy Families	Child Age 1 thru 5 Medi-Cal	Child Age 1 thru 5 Healthy Families	Child Age 6 thru 18 Medi-Cal	Child Age 6 thru 18 Healthy Families
1	\$0 - \$1,552	\$1,553 - \$1,940	\$0 - \$1,032	\$1,033 - \$1,940	\$0 - \$776	\$777 - \$1,940
2	\$0 - \$2,082	\$2,083 - \$2,603	\$0 - \$1,385	\$1,386 - \$2,603	\$0 - \$1,041	\$1,042 - \$2,603
3	\$0 - \$2,612	\$2,613 - \$3,265	\$0 - \$1,737	\$1,738 - \$3,265	\$0 - \$1,306	\$1,307 - \$3,265
4	\$0 - \$3,142	\$3,143 - \$3,928	\$0 - \$2,090	\$2,091 - \$3,928	\$0 - \$1,571	\$1,572 - \$3,928
5	\$0 - \$3,672	\$3,673 - \$4,590	\$0 - \$2,442	\$2,443 - \$4,590	\$0 - \$1,836	\$1,837 - \$4,590
6	\$0 - \$4,202	\$4,203 - \$5,253	\$0 - \$2,795	\$2,796 - \$5,253	\$0 - \$2,101	\$2,102 - \$5,253
7	\$0 - \$4,732	\$4,733 - \$5,915	\$0 - \$3,147	\$3,148 - \$5,915	\$0 - \$2,366	\$2,367 - \$5,915
8	\$0 - \$5,262	\$5,263 - \$6,578	\$0 - \$3,499	\$3,500 - \$6,578	\$0 - \$2,631	\$2,632 - \$6,578
9	\$0 - \$5,792	\$5,793 - \$7,240	\$0 - \$3,852	\$3,853 - \$7,240	\$0 - \$2,896	\$2,897 - \$7,240
10	\$0 - \$6,322	\$6,323 - \$7,903	\$0 - \$4,204	\$4,205 - \$7,903	\$0 - \$3,161	\$3,162 - \$7,903

Add the following dollar amount for each additional family member

\$530	\$531 - \$663	\$353	\$354 - \$663	\$265	\$266 - \$663
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Healthy Families Program 2004 Premium Categories

Effective April 1, 2004

Family Size	Category A	Category B
1	\$777 - \$1,164	\$1,164.01 - \$1,940
2	\$1,042 - \$1,561	\$1,561.01 - \$2,603
3	\$1,307 - \$1,959	\$1,959.01 - \$3,265
4	\$1,572 - \$2,356	\$2,356.01 - \$3,928
5	\$1,837 - \$2,754	\$2,754.01 - \$4,590
6	\$2,102 - \$3,151	\$3,151.01 - \$5,253
7	\$2,367 - \$3,549	\$3,549.01 - \$5,915
8	\$2,632 - \$3,946	\$3,946.01 - \$6,578
9	\$2,897 - \$4,344	\$4,344.01 - \$7,240
10	\$3,162 - \$4,741	\$4,741.01 - \$7,903
Each Additional Family Member	\$266 - \$398	\$398.01 - \$663